Contract Administration Division

A portion of the effort under this task order is in support of GSA's Office of the Chief Information Officer, Acquisition IT Services, Contract Administration Division (CA Division). The CA Division consists of 2 branches – Task Order Services (TOS) Branch and Solicitation Service Tools (SST) Branch. Support for the SST Branch is within scope of this task order.

The Solicitation Services Tools Branch manages the development and operations of Solicitation Services business systems that support pre-evaluation activities in the acquisition life cycle, including contracting specifically around multiple award schedules, providing assistance to the Acquisition Support Centers, and managing contracts from inception to close-out. Systems supported within the SST Branch include eOffer, eMod, SWS, ORS, City Pairs tools, and eCAT.

The eOffer/eMod/SWS/ORS systems are designed to offer the vendor community an electronic means for submitting contract offers and contract modifications to GSA/Federal Acquisition Service (FAS). To provide an adequate level of protection to the vendor community, a high degree of security is implemented in the eOffer/eMod/SWS/ORS systems to protect the confidentiality, integrity and availability (CIA) of the system. eOffer/eMod/SWS/ORS provides the following functions:

- Electronic Identification: Ascertains to prove who sent an electronic document.
- Secure Communications: Ensures that an electronic document has not been altered, by the sender, the receiver or a third party hacker.
- System Interoperability: With internal FAS legacy systems. It interacts with the Offer Registration system and the Solicitation Writing System (SWS) for offer data and the FSS Online system for contract modification and CCR data.
- Document Management: Insurance that retention, policy, and other legal mandates are upheld pertaining to legal documents. Including proof of which version of an electronic document is the original (which is needed to comply with some evidentiary statutes).
- Authorization: Method to prove that the person who is permitted to view, edit, and sign has the appropriate role documented in the system.
- Intent Logging: Assertions made by a party to comply with congressional e-sign and paperless office mandates.

The processes to support these functional elements are the responsibility of the Systems Management Center located within the Office of Acquisition Management. The Office of the Chief Information Officer (IQ), establishes the technical solutions, contract vehicles, and implementation methods for each functional element. In Addition, eOffer/eMod provides the following benefits:

- Enhanced availability and accessibility of authenticated information;
- Reduced liability due to quicker release of finalized information and fewer delinquent records;

- Reduced turnaround;
- Reduced costs in analyzing records for completeness; and
- Fewer records sent to offices for attestation. Decreasing latency in the release of finalized information.

All FAS acquisition centers utilize ORS as the standard procurement system. ORS enables the user to capture, monitor and process information related to offers as well as make contract awards. The system handles offers received for Special Order Program (SOP), Schedules and Stock solicitations. ORS provides important information, such as catalogs of data as each offer is received, to management, contract specialists and offerors.

The Solicitation Writing System (SWS) was developed by the Federal Acquisition Service (FAS) Office of the Chief Information Officer for the purpose of:

- Standardizing the format and layout of all FAS solicitations.
- Electronic submission of offers/proposals via a secure electronic environment.
- Integration into the FAS Acquisition Desktop and utilized by procurement personnel.

The SWS system enhances the existing FAS Acquisition System where it is interconnected to six internal sub-systems and FedBizOpps.

In support of GSA's Government wide transportation program, the SST Branch supports the City Pairs suite of applications. The individual components of the suite are

- **FARMS** - Secure web application used by Federal agencies and/or executive branches to submit their Domestic and/or International projected travel requirements for the incoming procurement cycle in terms of passenger counts, markets/City Pairs/routes (origin and destination).
- **COPS** - Secure website that enables the contracting program Office to solicit offers of one to many Airline City Pairs.
- **Airfare** - Airline carrier Offers are process through the Airfare system which completes a complex analytical process to rank the offers for each CityPair and permits the contracting program Office to conduct surveys amongst the stakeholders leading to negotiation and award.
- **CpAwards** - Application used by Contracting Officers and Special Board Members in order evaluate, select and vote for airline carrier winners during the pre-award/award phase of the cycle.
- **City Pair Search** – website allows government and military travelers all flexibility possible when searching, planning official travel on City Pair markets, fares and services.

The Electronic Centralized Acquisition Tool (cCAT) provides unified access to various regulatory and non-regulatory acquisition related documents, including the Federal Acquisition Regulation, General Services Administration Acquisition Manual, the FAS Supply Operations Handbook, Acquisition Letters, Procurement Information Bulletins, and other acquisition related documents. FAS acquisition professionals are kept informed of regulatory and policy changes

and checklist that help prepare solicitation documents. Solicitations may be assembled by either using a checklist of provisions and clauses maintained by the individual acquisition center or prepared through an automated process that consolidates the checklist based on user input.

Changes to all of these systems are made via Software Change Requests (SCRs). SCRs may originate directly, or be derived from a customer submitted Business Requirements Document (BRD). The number of SCRs implemented in a release cycle for each application varies. The product descriptions (provided separately) indicates the number of changes and average number of labor hours per release. Additionally, there is a high degree of interrelation to applications in other divisions. Approximately 20% of changes implemented require coordination with other application groups.

Currently, development on these applications is performed using a traditional waterfall development model. This process follows the GSA SDLC. Today's organizational operating environment is dynamic and volatile, both from a budgetary and business requirements point-of-view. In an effort to provide the greatest value to customers most quickly, the SST team is planning to use a more iterative, agile approach to development efforts going forward. Within the GSA OCIO, there are application teams using agile methods such as Extreme Programming (XP), Kanban and Scrum. It is likely while performing on this task order, the SST team will adopt one or more of those processes where they make sense.

While the CA Division team is responsible for operations and maintenance of the SST applications themselves, support for server assets, middleware and databases is provided by the OCIO Applied Engineering Division. This separation (particularly in the middleware/database area) causes increased risk, both in overall support and prioritization of work, as well as general system performance. During the period of this task order, GSA IT consolidation efforts of infrastructure support are intended to improve overall reporting and visible Service Level Agreements for application teams consuming infrastructure services.